

To: 'sales@viamed.co.uk' <sales@viamed.co.uk>

Subject: Max14 Sensor Warranty Failure

Hello,

What is the process for having a sensor which has failed under warranty replaced?

The sensor in question is a MAX-14 (Fluke) Oxygen Sensor - Serial No. KJ91201052 purchase in Feb-2025.

When I am attempting to calibrate the test device the sensor is fitted in, it is displaying a calibration fail error stating replace O2 sensor.

Any support would be much appreciated

Regards

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